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Counseling, Occupational Therapy, Physical Therapy, and Speech Therapy – Telehealth Guidelines

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- The Division of Developmental Disabilities (DD) established Telehealth Guidelines for the Home and Community Based waiver services Counseling, Occupational Therapy, Physical Therapy, and Speech Therapy.

Effective July 1, 2019, the following waiver services may be delivered to a participant using telehealth. Service definitions, service limitations and staff qualifications did not change as defined in the Medicaid waiver applications. Occupational therapists and physical therapists can conduct evaluations for home modifications via telehealth. The Environmental Accessibility Adaptions procedure code S5165 with “TC” modifier is used for these evaluations only.

Waiver Service	Code(s)
Counseling	H0004 TG
Environmental Accessibility Adaptions Consultation Only	S5165 TC
Occupational Therapy (OT)	97535—OT 97535—OT, COTA 97535—OT, Consultation
Physical Therapy (PT)	97110—PT 97110—PT, Consultation
Speech Therapy (ST)	92507—ST

The Developmental Disabilities Waivers Manual will be updated with the following language.

Provider Requirements

Providers of services via telehealth must have established policies and procedures that will address:

- A. Express consent obtained for telehealth service delivery from participants served and their guardian.
- B. Process for trouble-shooting and repairing any device or internet problems experienced by the participant during the delivery of the service. Service delivery provider secures appropriate special equipment or software and determines there is access to internet with sufficient bandwidth to support audio/video conferencing both at the site of the participant served and the provider.
- C. Process to ensure privacy during the delivery of service and of any records maintained if recording of session is possible, including antivirus software with Health Insurance Portability and Accountability Act (HIPAA) safeguards and secure audio/video platforms.
- D. Process for evaluating the benefits of telehealth as a service modality for each participant.

Place of Service Code

The “02” Place of Service code has been added for telehealth. Providers must indicate telehealth as the place of service when submitting telehealth claims.

Documentation Requirements

Service providers are required to keep a complete medical record of a telehealth service provided to a participant and follow applicable state and federal statutes and regulations for medical record keeping and confidentiality in accordance with 13 CSR 70-3.020 and 13 CSR 70-3.030 as described in the Developmental Disabilities Waivers Manual. This includes detailed progress notes per date of service and monthly progress notes associated with objectives listed in the Individual Support Plan. Written data shall be submitted to Department of Mental Health staff as requested.